

Sl. No.	Service Request	Service Area	Standard (Time in Hours/ Days)
1	Normal Fuse Off	Cities and Towns	Within 4 Hours
		Semi Urban or Rural areas	Within 6 Hours
2	Over Head Lines / AB Cable Breakdowns	Cities and towns	Within 24 Hours
		Rural areas	Within 24 Hours
3	Under Ground Cable Breakdowns	Cities and towns	Within 48 Hours
		Rural areas	Within 48 Hours
4	Distribution Transformer Failures	Cities and towns	Within 5 days
		Rural areas	Within 5 days
5	Period of Scheduled Outage	Maximum duration in a single stretch	Not to exceed 12 hours
		Restoration of supply	By not later than 6.00PM
6	Voltage Fluctuation	No expansion/enhancement of network involved	Within 10 days
		Up-gradation of distribution system required	Within 120 days
		Erection of substation	Within the time period as approved by the DABS Management.
7	Meter Complaints	Inspection and replacement of slow, fast/ creeping, stuck-up meters	Inspection within 7 days in towns and cities and rural areas and replacement within 15 days thereafter
		Replacement of burnt meters if cause attributable to Licensee	Within 7 days
		Replacement of burnt meters if cause attributable to consumer	Within 7 days of receiving payment from consumer
8	Application of New Service Connection /sanction of Additional Loads	Release of supply	Within 6 days of receipt of application
9	Network Expansion/enhancements required to release supply to new customers	Release of supply Low Tension	Within 6 days of receipt of prescribed charges
		Release of supply High Tension	Within 90 days of receipt of prescribed charges
		Release of supply Extra High Tension	Within 90 days of receipt of prescribed charges
		Erection of substation required for release of supply	Within the time period approved by the DABS Management.
10	Transfer of Ownership and Conversion of services	Title transfer of Ownership	Within 30 days along with necessary documents and prescribed fee.
		Change of category	Within 7 days along with necessary documents and prescribed fee.
		Conversion from LT 1-ph to LT 3-ph and vice versa	Within 6 days of payment of charges by the consumer
		Conversion from LT to HT and vice versa	Within 30 days of payment of charges by the consumer
11	Resolution of complaints on consumer Bill	If additional 'information is required	Within 7 working days of receipt of complaint
		If no additional information is required	Within 7 working hours of receipt of complaint